

# Home Health Care Services and the EEOICPA

## General Information

As a qualified claimant under the Energy Employees Occupational Illness Compensation Program Act (EEOICPA) administered by the U.S. Department of Labor's (DOL) Division of Energy Employees Occupational Illness Compensation (DEEOIC), you are entitled to medical benefits to cover the reasonable cost of treatment for your accepted medical illness(es). Medical benefits include those services, appliances, and supplies prescribed or recommended by a qualified physician, which are likely to cure, give relief to, or reduce the degree or the period of the accepted illness. Home health care is one of the many medical benefits you may receive for an accepted illness(es) under the EEOICPA.

This handout covers the most frequently asked questions by DEEOIC claimants regarding home health care. While this handout provides basic information about the home health care benefits you may qualify for under the EEOICPA, it is not intended to cover every possible exception or special case, and it does not have the effect of law or regulations.

For further information about special circumstances or individual cases, please contact one of DEEOIC's Resource Centers or your claims examiner at one of DEEOIC's four District Offices. DEEOIC's Resource Centers and District Offices' contact information is listed at the end of this booklet.

## What Is Home Health Care?

Home health care includes both in-home skilled nursing care, and the services of a home health aide to assist you with activities of daily living, related to your accepted illness(es). Examples of these daily activities include assistance with mobility around the house, dressing, feeding and food preparation, and accompanying you to medical appointments.

## When Can I Apply for Home Health Care?

There are no restrictions on when you can apply for home health care once a work-related illness is accepted in your EEOICPA claim. However, home health care is authorized based upon the presentation of medical evidence from your treating physician confirming the need for care due to an accepted illness(es).

## Do I Need Pre-Approval from the DEEOIC District Office Claims Examiner Assigned to My Claim Before Beginning to Receive Home Health Care?

Yes. Home health care services may be covered under the EEOICPA, but *pre-approval* by your DEEOIC District Office Claims Examiner is required **before** you incur the expense. Your file number should be clearly noted on any home health care request.

## What Do I Need to Submit With My Request for Home Health Care?

When initially requesting home health care, the physician treating you for a work-related illness accepted in your claim will be asked to supply a letter of medical necessity or a written explanation of the care you require, called a Plan of Care. Any letter of medical necessity or Plan of Care must explain the need for in-home health care as it relates to the accepted illness(es) in your claim. Your physician is to clearly describe the following:

- The level of care required (skilled nursing care, home health aide, etc.);
- The frequency of care required (i.e., number of hours per day or week for each type or level of care); and
- The time period for which you will require in-home care.

Medical evidence presented by a physician who has not personally treated your accepted work-related illness, or who is otherwise unfamiliar with your treatment needs, is of reduced probative value in assessing home health care requests.

## Is a Recent Physical Examination Needed to Receive Home Health Care?

Yes. DEEOIC requires your treating physician to have conducted a recent physical examination in support of any request for home health care services. A recent physical examination is defined as a face-to-face encounter between the requesting physician and the DEEOIC approved patient, within 60 days prior to the submission of a home health care authorization request. Any letter of medical necessity or Plan of Care requesting home health care must identify the name, address and telephone number of the requesting physician accompanied by his or her signature.

In addition, the physician is to submit a written narrative medical report that documents the result of the examination to include pertinent history and physical findings, specific functional limitations associated exclusively with the accepted work-related illness(es), medical rationale supporting the

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requested level and duration of home health care, and a discussion of the specific duties to be performed by a home health care nurse or home health aide. The discussion should include but not be limited to the patient's particular needs regarding the administration of medication, medical monitoring, dressing changes, medical equipment checks, and activities of daily living, such as bathing and personal hygiene, meal preparation and feeding, and assistance in ambulating about the household.

Home health care authorization requests not accompanied or supported by the requested medical evidence may be delayed or denied. Submission of prescription forms, or other documentation signed by a physician who has not physically examined the patient will be of reduced probative value in assessing requests for home health care services.

## **Am I Free To Choose From Any Home Health Care Provider?**

Yes. Once approval is granted for home health care services, you are free to choose any licensed medical provider. Moreover, you are free to change providers at any time.

## **How Is My Approved Home Health Care Paid?**

If your home health care provider is enrolled in the program, then the DEEOIC will pay them directly. You may also pay out-of-pocket for home health care services and then request reimbursement of these expenses.

## **How Can I Determine if a Home Health Care Provider is Enrolled in the Energy Employees Occupational Illness Compensation Program?**

A provider search feature is on the medical bill payment agent's bill processing website:

- <http://owcp.dol.acs-inc.com>

You should also check with your home health care provider for information on whether they are enrolled in the Energy Employees Occupational Illness Compensation Program.

## **How Can a Home Health Care Provider Obtain Enrollment and Billing Information?**

If the home health care provider you wish to use is not enrolled in the program, they may obtain enrollment and billing information by calling the medical bill payment agent toll-free at (866) 272-2682 or by contacting one of the Resource Centers listed

at the end of this booklet. Enrollment forms are available on the medical bill payment agent's website:

- <http://owcp.dol.acs-inc.com>

## **Does DEEOIC Recommend a Home Health Care Provider or Certify Providers That Provide Home Health Care Services?**

No. DEEOIC neither endorses nor sponsors any home health care provider, or any other entity providing medical services.

## **Once I Am Approved for Home Health Care Services, Is My Approval Permanent?**

No. Approval for home health care services is not permanent. Approval for home health care services is granted for up to six-month periods and must be renewed with the submission of updated medical information from your treating physician and a new face-to-face evaluation within 60 days of reauthorization.

## **Can I Request Changes to An Approved Level of Home Health Care?**

Yes. Changes to an approved level of home health care must be requested in writing and must be accompanied by medical documentation from your treating physician explaining the basis for any alteration in your current plan of care.

## **Can DEEOIC Review My Home Health Care Authorization At Any Time?**

Yes. DEEOIC may conduct reviews of home health care authorizations using medical consultants, field nurses, or other forms of inquiry with your treating physician at any given time.

## **How Do My Home Health Care Bills Get Paid?**

If your home health care provider is enrolled in the program, the DEEOIC will pay them directly.

If your home health care provider is not enrolled in the program, you may obtain reimbursement for out-of-pocket expenses for covered medical care by completing Form OWCP-915, Claim for Medical Reimbursement. In addition, you must submit the following items which are to be attached securely to the form:

- The provider's itemized billing statement;
- Receipt of payment by your provider; and
- Evidence of your method of payment

Acceptable evidence of payment includes a cash receipt, copy of your cancelled check (both front and back), or a copy of your credit card receipt.

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Mail the completed Claim for Medical Reimbursement form with attachments to the medical bill payment agent at:

Energy Employees Occupational Illness  
Compensation Program  
P.O. Box 8304  
London, KY 40742-8304

## **Who Do I Contact for Assistance with My Claim?**

DEEOIC maintains four District Offices nationwide that process claims under the EEOICPA. District Offices are located in Cleveland, Ohio; Denver, Colorado; Jacksonville, Florida; and Seattle, Washington; with jurisdiction based on the location of the employee's last employment. The District Offices, including their regional jurisdiction, are listed below.

### **Cleveland District Office**

1001 Lakeside Avenue, Suite 350  
Cleveland, Ohio 44114

Main: (216) 802-1300  
Fax: (216) 802-1308  
Toll Free: (888) 859-7211

Serving:

**Connecticut, Delaware, District of Columbia, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Puerto Rico, Rhode Island, Vermont, Virgin Islands, Virginia, West Virginia and Wisconsin**

### **Denver District Office**

P.O. Box 25601  
One Denver Federal Center, Bldg. 53  
Denver, Colorado 80225-0601

Main: (720) 264-3060  
Fax: (720) 264-3099  
Toll Free: (888) 805-3389

Serving:

**Arkansas, Colorado, Kansas, Louisiana, Missouri, Montana, Nebraska, North Dakota, Oklahoma, South Dakota, Texas, Utah, Wyoming and all claims from RECA Section 5 awardees**

### **Jacksonville District Office**

400 West Bay Street, Room 722  
Jacksonville, Florida 32202

Main: (904) 357-4705  
Fax: (904) 357-4704  
Toll Free: (877) 336-4272

Serving:

**Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina and Tennessee**

### **Seattle District Office**

300 Fifth Avenue, Suite 1050 E  
Seattle, Washington 98104-2397

Main: (206) 373-6750  
Fax: (206) 373-6798  
Toll Free: (888) 805-3401

Serving:

**Alaska, Arizona, California, Idaho, Hawaii, Marshall Islands, Nevada, New Mexico, Oregon and Washington**

DEEOIC also established 11 Resource Centers nationwide to assist employees and their families in applying for benefits under the EEOICPA. If you need help with any part of your EEOICPA claim, including home health care, you may contact one of the Resource Centers. Resource Center staff provides assistance either in person or over the telephone; therefore, they are able to provide service to individuals who live outside the immediate geographical area. The Resource Center you should contact for assistance is based on the location of the employee's last employment. The Resource Centers, including their regional jurisdiction, are listed below:

### **California Resource Center**

2600 Kitty Hawk Road, Suite 101  
Livermore, California 94551

Main: (925) 606-6302  
Fax: (925) 606-6303  
Toll Free: (866) 606-6302

**California - Hawaii**

### **Denver Resource Center**

8758 Wolff Court, Suite 101  
Westminster, Colorado 80031

Main: (720) 540-4977  
Fax: (720) 540-4976  
Toll Free: (866) 540-4977

**Colorado - Wyoming - Kansas  
Nebraska - Oklahoma - Iowa**

### **Espanola Resource Center**

412 Paseo De Onate, Suite "D"  
Espanola, New Mexico 87532

Main: (505) 747-6766  
Fax: (505) 747-6765  
Toll Free: (866) 272-3622

**New Mexico - Texas**



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## Hanford Resource Center

303 Bradley Blvd., Suite 104  
Richland, Washington 99352  
Main: (509) 946-3333  
Fax: (509) 946-2009  
Toll Free: (888) 654-0014  
**Washington - Oregon - Alaska**

## Idaho Resource Center

Exchange Plaza  
1820 East 17<sup>th</sup> Street, Suite 250  
Idaho Falls, Idaho 83404  
Main: (208) 523-0158  
Fax: (208) 557-0551  
Toll Free: (800) 861-8608  
**Idaho - North Dakota - Utah  
South Dakota - Montana**

## Las Vegas Resource Center

Flamingo Executive Park  
1050 East Flamingo Rd., Suite W-156  
Las Vegas, Nevada 89119  
Main: (702) 697-0841  
Fax: (702) 697-0843  
Toll Free: (866) 697-0841  
**Nevada - Arizona**

## New York Resource Center

6000 North Bailey Avenue  
Suite 2A, Box #2  
Amherst, New York 14226  
Main: (716) 832-6200  
Fax: (716) 832-6638  
Toll Free: (800) 941-3943  
**Maine - New Hampshire  
Vermont - Massachusetts  
New York - Connecticut  
New Jersey - Rhode Island  
Delaware - Pennsylvania  
Maryland**

## Oak Ridge Resource Center

Jackson Plaza Office Complex  
800 Oak Ridge Turnpike  
Suite C-103  
Oak Ridge, Tennessee 37830  
Main: (865) 481-0411  
Fax: (865) 481-8832  
Toll Free: (866) 481-0411  
**Tennessee - Mississippi - Alabama  
Louisiana - Arkansas - Virginia**

## Paducah Resource Center

Barkley Center, Unit 125  
125 Memorial Drive  
Paducah, Kentucky 42001  
Main: (270) 534-0599  
Fax: (270) 534-8723  
Toll Free: (866) 534-0599  
**Kentucky - Indiana - Illinois  
Missouri**

## Portsmouth Resource Center

1200 Gay Street  
Portsmouth, Ohio 45662  
Main: (740) 353-6993  
Fax: (740) 353-4707  
Toll Free: (866) 363-6993  
**Ohio - Michigan - Wisconsin  
Minnesota - West Virginia  
Puerto Rico - District of Columbia**

## Savannah River Resource Center

1708 Bunting Drive  
North Augusta, South Carolina 29841  
Main: (803) 279-2728  
Fax: (803) 279-0146  
Toll Free: (866) 666-4606  
**South Carolina - North Carolina  
Georgia - Florida**